



CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

Customer Service

1-866-901-3212

EMPLOYER PHONE TREE FLOW CHART

(Press 1 for the
SDU)

(Stay on the line for the LCSA)

SDU

LCSA

State Disbursement Unit – Make A Payment

When you hear:

“To make a payment, press 1,”

Press 1 and you will be transferred to the SDU.

When you hear:

“If you are an employer making a child support payment, press 1,”

Press 1 again and you will hear:

“Please enter your company’s nine-digit Federal Employer Identification Number.”



Local Child Support Agency – Ask about a Case

When you hear:

“Are you a parent or guardian calling about your case?”

Say, no, or to talk to an agent at any time say agent or press zero.

You will hear:

“Say employer, government agency, attorney or escrow title company.”

Say, “Employer”

You will hear:

“What’s the employee’s Social Security Number?”

If you know the employee’s SSN, press the numbers on your keypad.

If you don’t know the SSN, say, “Let’s go on” or press zero.

You will hear:

“Please tell me the county you would like to be transferred.”

Say the name of the county you would like to be transferred or press the first four letters of the county’s name using the touch-tone numbers on your phone.

If the case is not being managed by a county, say, “the state.”